

Data Trends

July – September 2018

Calls for mental health treatment are the primary need among helpline callers, and correspondingly, the primary referral.

Those calling about mental health treatment are primarily calling about services for adults or young adults. The most common needs are psychiatry, therapy, and outpatient treatment like IOP or PHP.

184 calls during this period were identified as family members or individuals needing support. Legal services and housing also remained in demand during this quarter.

Helpline staff conducted 34 C-SSRS suicide screenings during the quarter. Education around Crisis Intervention Team trained police officers was provided during 16% of intake calls.

63% of callers report having health insurance, and the majority are covered by Medicaid.

For follow up calls made by NAMI Chicago, 44% of callers report reaching out to at least one referral given and 89% report thinking the referral was appropriate.

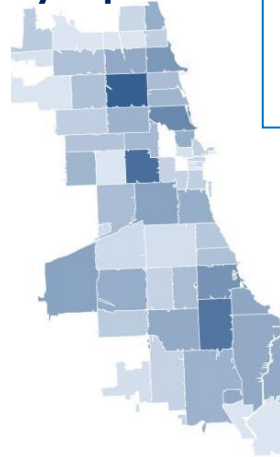
NAMI Chicago Helpline Dashboard

Third Quarter 2018

NAMI Chicago's Helpline completes 3,000 calls each year with callers seeking help navigating the mental health system in Chicago. NAMI Chicago collects information on needs of the callers and referrals provided. This information helps us assess critical gaps in the mental health system.

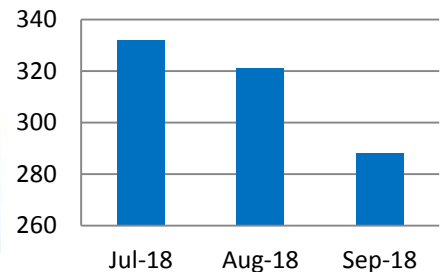
Call Volume by Zip Code

Callers in this time period called from across Chicago. Neighborhoods with the highest volume include: Chatham/Grand Crossing, Garfield Park, Irving Park/Avondale, and Lincoln Park.

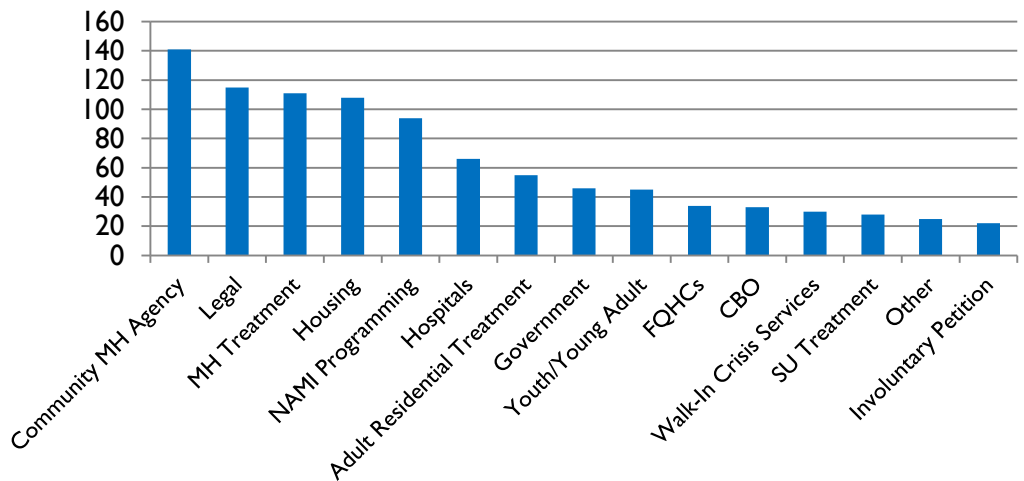


Call volumes fell during this period as summer came to a close. There were 332 calls in July and 288 calls in September. This seasonal reduction is expected as volumes peak in the summer months.

Call Count



Referrals by Category



In this time-period, NAMI Chicago provided over 1000 referrals to callers. Callers seeking mental health outpatient services and comprehensive treatment via a community mental health agency are the most common referrals. The Helpline also continues to give a high number of referrals to legal and housing resources.



Mental health advocacy, education and support.